IMPORTANT Reminders for Delivery Packaging:

- If you don't know a code, **Look It Up** (see below). **Don't Guess**.
- If you send something with an incorrect code, it will be returned to you.
- If you receive something with an incorrect code, return it to sender. (see below)

* * * * *

Why is the correct code required?

Use of the correct LORI codes on the blue RI Library Network slips and on Delivery labels is critical for the efficient flow of ILL and patron requests/holds through the LORI Delivery system. OLIS is receiving an increasing number of 'lost' books sent to us by the Delivery vendor and other libraries because fabricated, fictional, or incorrect LORI codes are on materials.

Library material will not get to the patron who requested it without the correct 3-letter code. Neither the Delivery vendor, nor OLIS, nor the recipient library can or should attempt to second-guess where the material was <u>supposed</u> to go. Items addressed to an incorrect code will be returned to the library that sent the item, or to the owner of the item.

Look It Up!

Correct LORI Delivery codes are easy to find – Go to **www.lori.ri.gov** and find "Delivery" under "QUICK LINKS" in the right hand column or go directly to **www.lori.ri.gov/loripro/delivery/search.php** You can use the form to search for a particular library or press "Search" without filling in any of the data fields and you will get the whole list. <u>For quick reference, print a complete list of codes and put it where you package materials for the Delivery</u>. Later, if you find a library or its code is not listed on the printout, recheck the online listing because it may be a new LORI library.

Procedures:

The following delivery policies are in effect immediately:

- When addressing materials for the Delivery System, include your library's 3-letter code as "Sent from" as well as the 3-letter code for the To: library.

- If you are unsure of the code for the library you are sending the material to, look it up. Delivery codes are available at **http://www.lori.ri.gov/loripro/delivery/search.php**

- If you send an item with the wrong code it will be returned to you. Correct the code and resend the item.

- If you receive an unrequested item, i.e., it was addressed to your library incorrectly, return it to sender and write "Incorrect Code" on the packaging. Only send it to OLIS (DSL) if you can't determine who the sender is.

- Please make sure that all staff are aware of proper procedures.

POST IN THE LIBRARY'S DELIVERY AREA